

Volunteer Support Policy: Navigating Personal and Health Challenges

Purpose:

To provide compassionate, collaborative support to SMART Recovery volunteers facing challenges that may impact their role, with the goal of helping them return when appropriate. This policy reflects our commitment to maintaining a positive, supportive environment that benefits both volunteers and other members of the SMART community.

Policy Statement:

SMART Recovery acknowledges that volunteers may experience various personal or health challenges that can affect their capacity to serve in their volunteer role. We are committed to supporting them through these situations, prioritizing both their well-being and the SMART community. This policy is not intended for facilitators employed by facilities to lead SMART-oriented meetings, as the responsibility lies with the facility. Nevertheless, we encourage these facilities to consider our policies in their responses to their own staff.

Guidelines:

1. Confidentiality:

All communications regarding personal or health challenges will be handled with the utmost confidentiality. We respect volunteer privacy and are dedicated to handling these matters with care and understanding.

2. Reporting:

Volunteers are expected to inform the Director of Meetings and Volunteers if they experience any challenges that may impact their ability to perform their duties, even temporarily. We ask volunteers to communicate promptly, ideally within 24 hours, to allow us to offer timely support.

3. Assessment:

Each situation will be thoughtfully assessed on a case-by-case basis, with care and empathy. Our goal is to provide understanding support, considering factors such as:

- How the challenge may affect the volunteer's ability to serve effectively.

- Any potential impact on meeting participants or other members of the SMART Community.
- The volunteer's personal circumstances and available support network.

4. Support and Resources:

Volunteers are welcome to use SMART Recovery as a resource when navigating personal or health challenges. The National Office is here to provide guidance and support, helping them explore any additional resources they may need.

5. Taking a Break from Service:

If a personal or health issue occurs, a temporary leave may be necessary to support the volunteer's well-being and ensure a positive experience for members of the SMART community. Together, we'll approach this decision with compassion, establishing a plan to support them and welcome their return when the time is right.

6. Returning to Service:

Our ultimate goal is to support volunteers in returning to their roles when appropriate. Together, we'll create a plan that may include ongoing support, periodic check-ins, and any additional resources to ensure a smooth and confident transition back into their role.

Conclusion:

This policy reflects our commitment to supporting volunteers through challenges they may encounter, while maintaining a positive environment. By fostering open communication and offering compassionate support, we aim to uphold the values of SMART Recovery and promote a welcoming, resilient community.